Remembering fallen colleagues

Citizen focus – putting people, not police first

BAWP prepares to celebrate 20-year anniversary
I hope you will enjoy this addition of Grapevine. I certainly enjoyed putting it together, particularly with the diverse range of topics we have covered in this edition. Can I point you all in the direction of the article on page 15 and the plea from IAWP colleagues to support the ‘Send a Cow’ charity they visited in Uganda. It is assisting women’s groups in the community with independence – a very worthy cause.

Some of you may be aware that I have moved to a new role working for ACPO TAM as staff officer to the National Co-ordinator for CBRN terrorism. This is a really interesting business area, but like many specialist fields is dominated by male colleagues. I have been fortunate enough to start adding the female perspective to this area of policing and will be with staff from the Police National CBRN Centre at the BAWP Specialist Roles Professional Development Day in September. My aim is to develop a greater awareness of CBRN (chemical, biological, radiological and nuclear incidents) and provide the centre with more understanding about the issues affecting women in the organisation.

As always please get in touch with me at my new address below if you have any stories that you wish to be included in the next addition – or catch me at the PDD.

Dates for your diary

**2007**

**Evening reception at the House of Lords to mark BAWP’s 20th anniversary** – Thursday November 1.

Conference hosted by Suffolk Association of Women in Policing – Suffolk Constabulary HQ, November 23. Open to staff from Suffolk, Cambs and Norfolk. To register please contact: sally.gallant@suffolk.pnn.police.uk marcia.nichols@cambs.pnn.police.uk or adammc@norfolk.pnn.police.uk

**2008**


Spring Professional Development Day – Forest of Arden Hotel, Warwickshire. Monday April 28 (dinner) and Tuesday April 29.

46th Annual IAWP Training Conference – Darwin, Australia, September 6-12.

Autumn Professional Development Day – Forest of Arden Hotel, Warwickshire. Monday October 13 (AGM and dinner) and Tuesday October 14.

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**From the Editor**

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**BAWP**

British Association for Women in Policing

**NEWS**

- BAWP Birthday Celebrations in House of Lords
- Met wins family friendly employer award
- Managing something big – top tips from Eastern region event
- Robyn helps Norwegian Police with diversity issues

**FEATURES**

- Report from Health Professional Development Day
- Putting people, not the police first
- In the Spotlight
- Tackling Post Traumatic Stress Disorder

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**Membership details**

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**Cover photograph reproduced courtesy Police Mutual Assurance Society.**

Staffordshire Police Chief Inspector Vera Bloor (behind) and Bedfordshire Police Chief Constable Gillian Parker at the UK COPS Annual Service of Remembrance. Read about it on page five.

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**Grapevine Autumn 2007 | 1**
Do women have different views on policing to men?
This is the question set to be explored in detail at next year’s Senior Women in Policing conference.

It is clear to me that the police service as a whole hasn’t considered the distinction between what men want from their local police and what women want and whether that is indeed different.

We need to listen more and guess less about what service to provide. What is a woman’s take on the service we give? Do we consider their needs as victims, witnesses and offenders?

I propose to address this gulf in knowledge at the conference, but in the meantime urge you all to consider how you can personally tackle this consultation gap on a local level.

We need to look at how we provide a service fit for everyone, which is citizen-focused and meets everyone’s needs. You can read in detail about my views on providing this citizen-focused service on pages eight and nine.

Internally the police service needs to become more focused on its staff. Health and leadership development are two issues which need to be brought to the fore. BAWP continually strives to provide forces with help and support on both these issues through the professional development days.

We have some fantastic people working for us, something I realise on a daily basis, and should be helping them to achieve their full potential. The latest figures from the Home Office only show a one per cent increase in the number of female police officers. We have to make policing an attractive career choice. Maybe if we provide a service women want – we will create an environment more women want to work in.

BAWP Awards Organiser BTP Chief Inspector Jane Townsley, said this showed great recognition for the quality of UK policing. “I am really pleased the four have beaten off competition from across the world to get these awards.” She added.

Bath star for Jane
A BATH STAR has been added to Jane Sawyers’ epaulette.
Jane (42) who works for Staffordshire Police, has been promoted to chief superintendent and handed the reins to Stoke-on-Trent division as commander.

As superintendent Jane held posts in the professional standards department, human resources and at North Staffs division. As a chief inspector she worked in the call-handling unit, complaints and discipline, and as Chief Constable’s staff officer. She joined the force in 1984 and has also served in Stoke, Longton, Newcastle, Lichfield, Tamworth and Cannock.

Jane, who lives in the Stoke area, says she is “delighted” with the promotion.

BAWP members and supporters are set to mingle with the gentry at a reception being held at the House of Lords in November.

The prestigious event, which is being hosted by Baroness Angela Harris (pictured), has been arranged to mark 20 years of the BAWP.

Baroness Harris, who became the first woman to chair North Yorkshire Police Authority in 1991, is described by organiser Carolyn Williamson as a “staunch BAWP supporter”. She was also Deputy Chair of the Association of Police Authorities between 1997 – 2001.

All members, past and present, are welcome to attend the gathering on November 1, and Carolyn has urged everyone “to get the date in their diaries now”.

It is hoped that the event will be in part sponsored, but a small charge may be made to cover costs.

A booklet documenting the history of the BAWP is being prepared to be handed out on the night.

You can keep up to date on the preparations for the reception on the BAWP website or by contacting Carolyn by email sec@bawp.org.

Members will receive information on how to book a place later in the year.

• Take an advance trip down memory lane on pages 12-14 where BAWP’s development over the last 20 years is charted. You can also read interviews with female police officers about their experiences through the years.
Where family comes first

The Metropolitan Police Service has proved it is a family friendly employer.

The force was recognised for its work supporting staff by the charity ‘Working Families’ in their annual employer awards.

The Employer of the Year 2006 trophy and the Family Friendly Award both went to the country’s largest force.

Special commendation was also given to Staffordshire Police’s Trent Valley Division in the public sector category.

The awards, which are sponsored by technology company HP, are designed to reward innovation and creative thinking in work-life balance, spread the word on best practice and encourage pioneering approaches to improving working lives.

The Met were praised for their work/life balance policies which they use to “promote the MPS as an employer of choice”.

Flexible working, special paid leave to deal with short-term crises, childcare vouchers, subsidised holiday playschemes and an emergency back-up childcare scheme where parents can book a nanny, childminder or day nursery for emergency use were all highlighted. A keep in touch scheme for those on maternity leave, career breaks and a dedicated childcare and work/life balance policies which they use to “promote the MPS as an employer of choice”.

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The judges said they were “impressed by the progress MPS had made in a difficult organisational culture”.

Tackling the ‘long hours culture’ earned Staffordshire Police Trent Valley Division their recognition. The introduction of a self-monitoring system to record the number of hours staff put in has been credited with a reduction in sickness levels on the division.

The system, which also enables managers to keep tabs on the hours their staff work, was designed in consultation with staff.

Judges commended the division for the initiative which clearly addressed “the long hours working culture in a very traditional and hierarchical organisation.”

Other finalists across the seven categories included:

- McDonald’s Restaurants whose ‘Family contract’ allows employees from the same family working in the same restaurant to share each other’s shifts (with no prior notice) to best suit their family arrangements.
- The 2/Yen Group which allows staff to work from home or the office and vary their hours to suit their own personal circumstances.
- Cambridge University Hospitals (NHS Foundation Trust) which offers a variety of work/life policies and practices to support older workers.

If you want to know more about the best practice highlighted by these awards visit: www.workingfamilies.org.uk/

Copies of the report are also available to buy from the charity contact Elizabeth.whitehead@workingfamilies.org.uk for more information.

Women officers up one per cent

The number of female officers policing the country has gone up again to 23 per cent.

The figures from the Home Office Police Service Strength report, published July 2007, show the number of women in the service on March 31 this year compared with the same date in 2006.

The number of ACPO women was shown as 27 (13 per cent of the total) while chief superintendents and superintendents made up only ten per cent of their respective overall numbers.

At inspector level the report showed 933 women – 13 per cent of the 7,115 total while chief superintendents and superintendents made up only ten per cent of their respective overall numbers.

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FORCE EVENTS

Tips on managing something big

By Inspector Louise Angel

Police officers and staff from across the eastern region were given a chance to quiz ACPO women at a forum hosted by Suffolk Constabulary.

Nottinghamshire Police’s ACC Suzannah Fish, ACC Caroline Winter from Devon and Cornwall Constabulary, Northamptonshire Police’s DCC Davina Logan and Suffolk’s own ACC Jacqui Cheer all shared top tips for progression and their stories of success.

A common thread through all their careers was a spell in training. All four agreed that this role can teach you a range of skills which can be drawn upon throughout your career.

The event was designed for staff wanting to develop – but not necessarily by climbing the career ladder. It gave them an opportunity to speak to colleagues in similar situations and of course take tips from the top.

Jacqui Cheer’s tips on managing major incidents were well received. She drew upon the personal experience she gained from Operation Sumac, the investigation into the murder of five prostitutes.

She told delegates to:

• Know your own strengths and weaknesses and be prepared – Jacqui said she was asked by the media whether she had been elected as the talking head because she was a woman and whether she was really married – they had spotted her wedding ring. She stressed how important it was to be both factually prepared for press conferences and mentally prepared for situations like this as well.

• Know your organisation. Suffolk Constabulary puts victim care at the heart of what they do. This was a focus, Jacqui says, adopted by the local community, in particular local businesses, who urged employees who were special constables to assist in the operation. She also pointed out how those not directly involved in the operation played an imperative part by keeping business running as usual.

• Think about others’ perceptions and what you want your reputation to be? In the early days the media were camped outside police headquarters 24/7 and saw what time staff arrived and left work and how they were dressed.

• Know what to do with the ‘experts’ and the advice they provide.

A member of the audience asked Jacqui about her work/life balance during the enquiry. She admitted there was none. She said she was getting home about 11ish and getting up at 5am to come back to work, but said that it was imperative to have good support around you to do this.

Time spent supporting staff now recognised

Staffordshire Police’s support associations are all in agreement about their contribution to members and the force.

The four support groups – Staffordshire Association for Women in Policing (SAWP), Staffordshire Police Disability Support Group (SPDSG), Staffordshire Police Lesbian, Gay and Bisexual Group (LGP) and the Staffordshire Police Multi Cultural Association (MCA) – put their names to a joint agreement which formalises their contribution and, in turn, outlines the force’s commitment to support their activities.

They have agreed to help the force provide specialist knowledge of the groups they represent and establish best practice – actively benchmarking and carrying out comparative work with other police forces.

In turn, the force offers group representatives time off to attend meetings and carry out critical work.

The agreement also specifies when staff can be released from their usual work commitments to assist in recruitment activities and receive expenses and pay to meet a level of commitment during the course of a year.

Chair of SAWP, Chief Inspector Amanda Davies, says it is a “great step forward for us, with time off, expenses and recognition of the time spent now officially recognised by the force.”
Robyn builds international relations in Norway

B

AWP Committee member Chief Inspector Robyn Williams has shared her knowledge and understanding of women, and black women in the police service with the Norwegian Police.

Robyn was part of a delegation of UK officers invited to speak at a diversity conference in Trondheim, Norway.

Her task was to educate those present about how stereotypes affect the recruitment, retention and career progression of black women in the service.

More than 200 people turned out to hear Robyn’s speech — including 150 officers from the Norwegian Police, which has no BME officers at all in Trondheim District.

“I looked in particular at the issue of multiple discrimination and how this affects black women,” says Robyn.

One member of the audience, Chair of the NPIA Black Staff Association Tony Smikle, said of Robyn’s presentation: “Judging by the applause from the floor I think her speech had resonance with many women present and it appeared as though she had managed to prick the conscience of many of the male delegates too.”

The issue of independent investigations into complaints against police, which was mentioned by IPCC Commissioner Mike Franklin, was “particularly topical” said Robyn following a recent death in custody of a black man. The death had sparked large scale protests in the city.

Community engagement, combating terrorism, training, recruitment and retention were all also on the agenda. Members of Leicestershire Constabulary’s Black Police Association and HMIC also spoke at the event.

More than 200 people turned out to hear Robyn’s speech.

The service itself was really topical said Robyn following the first ever multi-ethnic community event in Oslo last year at which British officers shared their knowledge. Their input was later praised by the Minister for Justice and the Police, Knut Sorberget, who said “much had been learnt” from the British Police delegation about accessing communities and managing diversity.

Remembering fallen colleagues

Staffordshire Chief Inspector Vera Bloor represented the BAWP at the UK COPS (Care of Police Survivors) Annual Service of Remembrance in July.

Vera laid a wreath at the ceremony and then braved the floods to visit the BAWP tree on ‘The Beat’, the police memorial section of the Arboretum in Alrewas.

The event was organised by COPS National President Christine Fulton to remember lost officers — including the 11 who died on duty in the past 12 months.

Staff from 44 forces and organisations attended the event including 19 chief constables — which Vera

Cilla takes on challenge of chair

CILLA Davies has become the first female police authority chair in Wales.

Mrs Davies took over as chair of Gwent Police Authority after six years with the authority, the last two as vice-chair.

As a magistrate member Mrs Davies says she never went into the authority with the ambition of being chair. “It sort of evolved” she said. “I chaired the diversity portfolio when I joined and I enjoyed it so much, the work seemed to flow and it grew from there. Sometimes you do a job and find skills that you didn’t know you had.”

Mrs Davies says she has had “remarkable support” from her ACPO team and encourages other female police authority colleagues across the country to “take on the challenge”.

More female judges appointed

JUDICIAL appointment figures released earlier this year show the number of female judges appointed to office has nearly doubled since 1990.

In 1990 24 per cent of judges were female compared to 41 per cent in April 2007.

The number of BME judges appointed has also risen from nine to 14 per cent. However the figures reveal that the majority of women work at District Judge or Recorder in Training level with only ten women sitting as High Court Judges.

• Read the statistics in full www.judiciary.gov.uk
A report, commissioned by BAWP to highlight changes to the workplace environment which could help female police officers to cope better with menopausal symptoms, was officially launched at the BAWP Women’s Health Day, in conjunction with Wellbeing of Women (WOW) on June 1.

The conference, held at the Royal College of Obstetricians and Gynaecologists Education Centre in London, was attended by 70 delegates from 33 forces, including five police authorities, from across the country.

As reported in Grapevine in the Autumn 2006 edition, the research on menopause was commissioned by the BAWP to explore health and workplace performance issues linked to the menopause. The research made recommendations for future practice within forces for a topic which had previously been greatly neglected in research due to embarrassment and a lack of awareness.

The launch of the report at the Women’s Health Day enabled those directly affected to take back useful information to their respective forces. Jules Milward an occupational nurse advisor from Avon and Somerset Constabulary, said: “Today has been very enlightening – I’ve seen aspects of menopausal symptoms in women that can have a massive impact on the workplace. I’ve now got a much greater understanding of where I can get advice for female officers who come to me with problems.”

West Yorkshire Police’s Head of Diversity Norma Brown, said: “I thoroughly enjoyed today. Professor Griffith’s report was very informative with lots of information that I can take back and present to our own force.”

Highlighting the issues of the menopause had a more personal effect on some delegates, Chief Inspector Hilary Martin from Avon and Somerset Constabulary’s Professional Standards Unit, commented: “Today has been really interesting, it’s been great to meet with other women and share experiences and listen to a lot of experts”

“I thoroughly enjoyed today. Professor Griffith’s report was very informative with lots of information that I can take back and present to our own force.”

Norma Brown

“Today has been really interesting, it’s been great to meet with other women and share experiences and listen to a lot of experts”

Hillary Martin

Details of the menopause research were first featured in the Autumn 2006 Grapevine

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“Today has been really interesting, it’s been great to meet with other women and share experiences and listen to a lot of experts”

Hillary Martin

particular problem that I have difficulty around the promotion process – I lose words, my memory isn’t very good, my self-esteem is low, all because I’m going through the menopause. It was really interesting to have good help and suggestions and hopefully it has given me the ability to solve the problem and I’ll be able to get on with life and have a good time – the best is yet to come!”

As well as looking at the issues surrounding the menopause, delegates saw a presentation by Deborah Saunders, a former police officer and now a fully qualified fitness instructor. Deborah, who spent 23 years with the Met, gave an impassioned talk on achieving the “Healthy You”, drawing on her vast experience with the force to explain how her expertise could be worked into an officer’s working day.

“Always remember – if you keep doing what you’ve always done, you’ll keep getting what you’ve always got,” Deborah said.
“I’ve seen aspects of menopausal symptoms in women that can have a massive impact on the workplace”

Jules Milward

Deborah suggests three simple steps to gaining a healthier lifestyle:

1. Recognise why you eat – it may be through emotional, boredom or habitual triggers. Knowing why you eat gives you back the power to control your eating habits.
2. Think about what you eat – it is important to eat little and often, especially as you get older. Ideally, you should eat every three to four hours in order to keep blood sugar levels healthy. Although it may be hard for officers to schedule regular breaks during a shift, it is perfectly feasible to keep a cereal bar or piece of fruit with you to help prevent binging.
3. Visualise where you want to be – think back to a point in your life where you were happy and contented with your body and level of fitness and use that memory as your motivator. By visualising yourself back at that time, your brain understands that it is achievable as you have already been there before.

Deborah’s top tips towards a healthier lifestyle include:
- Fad diets are ineffective – following the principles of a GI diet is the most beneficial to achieve a healthier lifestyle. This involves eating foods that keep you feeling full for longer by releasing blood sugar levels at a sustainable rate.
- Aim to drink at least two litres of water a day. Feelings of hunger are often linked to dehydration. Forces should review the availability of water coolers in police stations for officers and staff.
- Work within your own regime and environment and aim for the achievable – don’t set yourself unrealistic targets. Try to increase daily activity rather than thinking of it as “exercise” – for example, use the stairs rather than the lift or get off the bus at one stop earlier and walk the rest of the way.

In conjunction with Wellbeing of Women (WOW) Women’s Health Presentation, Peter Bowen-Simpkins gave a talk about the impact the menopause can have on life and work as well as menstrual problems and urinary problems. As a consultant gynaecologist at Singleton Hospital, Swansea, Medical Director of the London Women’s Clinic and former Honorary Treasurer of the Royal College of Obstetricians, he has a wealth of expertise and experience in the area of women’s health.

News in brief

Women driving forward in MDP

PC LESLEY Louth has become the first female Ministry of Defence Police Officer to qualify as a police driving instructor.

The failure rate for the course is “very, very high” said Head of Learning and Development Superintendent Paul McLaughlin, who praised Lesley’s achievement and that of her colleague T/Sergeant Willie Burns who also passed the course. “Getting this ticket is something you should be proud of,” he said.

For Lesley this is a dream come true. “I was a driver in the Army, in the Royal Logistic Corps, and since I joined the MDP five-and-a-half years ago I’ve always wanted to be a driving instructor.” She said.

To become a police driving instructor officers have to pass the three-week standard response course, an advanced four-week long course, a two-week long potential instructor course and then a final instructor course which lasts another six weeks. Further courses and assessment then follow including a BTEC Level 4 Higher National Diploma.

Officers learn more about Islam

STAFF from Devon and Cornwall Constabulary have worked with their local university to develop the country’s first course on Islamic and Muslim culture.

The major crime branch joined forces with the University of Exeter’s Institute of Arab and Islamic Studies to create the course.

It aims to give officers a greater understanding of Islam, Muslim cultures, traditions and current issues.

Fifteen senior investigating officers and family liaison co-ordinators from five forces attended the first five-day residential course in April.

More courses are now planned and plans are afoot to develop a foundation course which will form the pre-requisite for a police diploma in Islam and Muslim culture.
### Putting people at the heart of service delivery

Is our service truly being delivered with the needs of citizens at the forefront of our mind? Or do we provide services that are geared to our organisational and administrative requirements?

To date we have responded to initiatives, be they government reports or the plethora of enquiries by doing what we think is best. This often means creating more bureaucracy – forms, databases, processes and procedures all of which bog down frontline officers, are time consuming and are questionable when it comes to improving service provision. We rarely look at and design services from the citizen’s perspective. I believe we must now adopt some of the tried and tested business techniques involved in improving customer experience, all of which are relevant to public services. We need to put people at the heart of service design, working with them to understand what they really value and carefully managing expectations so that we deliver something which ‘fits the bill’ within a limited resources environment.

I believe that a truly citizen-focused police service is one which sets new standards for the 21st century. But these standards are not dissimilar to those established more than 170 years ago in Peel’s nine principles of policing. It’s not new, but it is a different way of approaching the way we plan and deliver our services.

For me one of the biggest hurdles we face is ensuring citizen-focused policing is seen as a core part of day-to-day policing, rather than the latest management fad. At its heart it’s about putting citizens first when developing strategies and policies, or when just doing the job. Wherever we work we must think more about putting ourselves in others’ shoes and asking: “How would I have felt about that service we or I delivered?”

From a police perspective in Cambridgeshire, where I am chief constable, we have identified that hate crime and burglary victims do not value spending 1½ hours talking to us and giving statements if there is no realistic chance of us finding the offender. Yet we have conditioned officers to thinking that’s the only way to capture salient points. We are now endeavouring to find shorter, sharper ways of capturing what we need whilst delivering positive professional outcomes – work which is also going on at a national level through the NPIA.

It is clear to me, but maybe not others, that citizen focus is not just about one facet of policing such as neighbourhood policing. It’s about all policing (major crime, child protection, counter terrorism, roads policing, public order, etc) and the impact we collectively have on individuals and their confidence.

When we’re all delivering our particular part of the service we want the public to think: ‘Wow that was really professional policing’. Achieving the ‘wow’ factor means connecting with them emotionally and leaving them feeling positive, valued and confident as opposed to frustrated, angry, let down and bewildered.

Citizen-focused policing is about understanding what really makes for a positive journey through our services from first contact to conclusion and making sure all involved join up seamlessly and stop acting in traditional silos.

A key element of citizen focus is ensuring the public know and understand what policing is all about.

“For me one of the biggest hurdles we face is ensuring citizen-focused policing is seen as a core part of day-to-day policing, rather than the latest management fad.”

BAWP President Julie Spence, who holds the ACPO portfolio for Citizen Focus, is spearheading efforts to put this sometimes misunderstood concept at the heart of 21st century policing. Here she explains why she believes a fundamental shift in thinking is needed.
The heart of policing

“A key element of citizen focus is ensuring the public know and understand what policing is all about”

about and what our real capacity is.

We all know that the new frontline of policing is more complex, more sophisticated and more effective than ever before, and the image of the bobby on the beat remains an enduring symbol of our profession.

But the public need to know more about the ‘real’ policing successes that sit behind this iconic image. They need to understand that despite the political rhetoric that we have more officers than ever before, we still only have 140,000 officers to police 60 million people, and those officers have to carry out all the roles, from 24/7 response to counter terrorism and from family liaison to tactical firearms.

Importantly we all have a responsibility to explain what we can and – equally importantly – what it’s not our job to do. We need to set realistic expectations. We cannot be all things to all people and we are not the only answer.

I know there is a public desire to see more and more officers on the beat providing a highly visible presence. We have moved to meet this expectation through effective neighbourhood policing and the creation of new roles such as police community support officers.

That said, I believe that satisfaction with our service will only improve when all areas of policing move to the next level and we truly put ‘people’ not police first and stop thinking we know best.

On a practical level this can be simple. It is about answering the phone when it rings, responding to emails when they arrive and dealing with today’s jobs today – not next week, or next month. It is also about managing expectations – if someone from the police service won’t be visiting them, tell them why, don’t make them wait in for someone you know will never arrive. But if someone is intending to go they should be there when they say they will – or should call and let them know.

On the other hand, when people call for service we cannot expect them to understand every aspect of policing. Particularly when they are bombarded with fictional images of policing in TV dramas and the wider media. These images often translate into unreal expectations about policing. In light of this our frontline officers and staff need the confidence and the skills to both portray and deliver professional, realistic and effective policing.

We all need to learn how to give negative news, e.g. we cannot detect your crime, in a positive yet realistic way to tackle our dwindling public satisfaction levels. It may be that someone’s burglary can’t be detected. But if you explain for example the information will be kept on the intelligence system and could, at a later date, be linked to other crimes then they are left with a more positive feeling. Eventually the burglar may be caught and the evidence from their unpleasant experience could be the final piece in the jigsaw.

Citizen Focus affects every part of our service – from frontline response officers and police call centre staff, to IT and police support services staff and investigators. We all provide a service to someone and it is just as important to ensure it is top notch internally too. Good service on the inside will soon reflect on the outside!

The new business area will seek to develop thinking and practice which supports a more citizen-focused approach to policing with better understanding on all sides. Consequently, anybody with any innovative ideas please contact me.

A small change in thinking has the ability to transform our service delivery and citizen confidence in policing.
Amanda Bott was awarded the ‘Excellence in Performance’ trophy at the BAWP 2006 awards. Her citation praised her ‘strong work ethic’ and ‘professional competence and motivation’.

Q. What did you want to be when you were growing up?
A. A police officer.

Q. Who has been your greatest inspiration or role model and why?
A. My nine-year-old daughter Carita. She has a number of issues to contend with including a long-term disability and learning difficulties. She is always smiling full of enthusiasm and never lets anything dissuade her from anything less than a positive view on life.

Q. What is the most memorable moment of your career to date?
A. Meeting the now ex Prime Minister Tony Blair at a reception at Lancaster House held for people employed within the public service sector.

Q. What barriers to success have you come across and how did you deal with them?
A. The only real barrier to your own success is the outlook that you adopt and the limitations that you set upon your own capabilities. If I have had any major setbacks I have always tried to deal with them quickly and contextualise them even quicker.

Q. How have you achieved a satisfactory work/life balance?
A. I have a marvellous husband who is patient, supportive and no stranger to the vacuum. I have a huge family – one daughter, five step-children and two grandsons with another grandchild on the way. All of our time is spent either working or with our family. I think that we do not always appreciate what a fantastic job we have and when you look at it comparatively we do get paid well for what we do. This has allowed me to give my daughter the opportunities she has needed to make her education a happy and productive time for her.

Q. What advice would you give to an ambitious new officer or member of police staff?
A. A career within the police service is like a journey and there is nothing wrong with stopping and enjoying the view. I have had some fantastic times, worked with a lot of good people and have enjoyed every opportunity that has come my way. Many people are so worried about the next step that they plan to take they do not enjoy what they have.

Q. What three words describe your personality?
A. Patient, good humoured and able to multi-task.

Q. What are your vices?
A. Red wine.

Q. Where is your favourite holiday destination and why?
A. Anywhere with my family – but mainly Menorca because I have had a lot of happy times there with the children as they have been growing up.

Q. Where do you see yourself in five years time?
A. I have never looked further than beyond the next year so far. I am really enjoying the role that I currently have and have a lot to experience and learn. My family is really important to me and in five years time I would like to be watching my children taking their first steps as adults giving my husband and myself the chance to reclaim the remote control to the television.

“I have had some fantastic times, worked with a lot of good people and have enjoyed every opportunity that has come my way”
Post Traumatic Stress Disorder (PTSD) is very different from workplace stress. The symptoms include flashbacks, nightmares, emotional shutdown and hyper-arousal – an extreme response to everyday events often as violent outbursts of rage. PTSD casualties try to control their symptoms by adopting avoidance behaviours to prevent triggering their flashbacks, they self medicate with alcohol or drugs and many find relief through suicide.

It occurs in military personnel, veterans and civilians who experience life threatening situations such as natural disasters, transportation accidents, violent assault and rape. It is also found in emergency response workers such as police, fire and ambulance personnel. In a 2004 report by the Emergency Medicine Journal the overall rate of PTSD in UK ambulance crews was 22 per cent (Emerg Med J 2004; 21:235-236). Assessments of PTSD rates in fire fighters in Canada, the USA and Germany were in the 17-22 per cent range and the rate among emergency workers two years after 9/11 was 19 per cent.

PTSD rates in police officers

One study of US suburban police officers showed PTSD rates of 13 per cent and other studies as high as 17 per cent. This correlates well with other emergency services and experience with military veterans developing late onset PTSD at a rate of 15 per cent. A more alarming figure from the US research showed that 45 per cent of law enforcement officers were suffering from serious sleep disturbance. This can quickly reduce mental and physical performance and in chronic cases can cause a variety of psychoses.

To put these figures in perspective, the Metropolitan Police Service employ almost 31,000 officers. So a possible 4,650 serving officers could be PTSD casualties and a further 13,950 could be experiencing reduced performance due to their sleep disturbance. This is a potentially massive liability to the force and a significant cost in human terms and lost productivity. I know of one female police officer suffering from PTSD as a result of a serious assault, who has been off work for over 30 months.

**Female officers are more susceptible**

The US National Centre for PTSD reports that PTSD is twice as prevalent in women compared to men. But this doesn’t tell the whole story. Just over 60 per cent of all men experienced one or more traumatic events causing PTSD in five per cent of the male population. But only 51.2 per cent of women experienced the necessary traumatising event, but 10.4 per cent developed PTSD. So the probability that a man will develop PTSD is one in 12, whereas a woman has a one in five chance of becoming a PTSD casualty from the same traumatic experience.

**How can you detect PTSD**

The first thing to realise is that the casualty is probably not aware they are suffering from PTSD. Their behaviour will have changed; they may appear less sociable and more withdrawn. There may be an increased level of emotional outbursts. Higher rates of sickness and absenteeism are likely as they feel less able to cope with the routine stress of the workplace, but do not want to appear weak in front of their colleagues.

Normally a family member identifies the problem long before their loved one. And this poses a further problem for a female officer with PTSD as a male partner is stereotypically less sensitive to the emotional needs of their spouse. Also their male colleagues may avoid them if they get a reputation for emotional outbursts. So the problem of PTSD can go on for a long time before the casualty becomes aware of the problem. This can often result in estrangement and marital failure.

**What can you do?**

If you notice a colleague having problems controlling their emotions, or withdrawing from social activity or is unusually jump, talk to them and find out what has caused the change in behaviour. Excess alcohol or medication usage or using controlled substances are also indicators that there may be a problem. Also an officer becoming reluctant about responding to a particular type of call may be evidence of avoidance behaviour.

If they have experienced a traumatic or potentially life threatening event, they could be manifesting the symptoms of PTSD. Advise them to seek support and counselling. Many officers are concerned about the affect on their career so a totally confidential online self test for PTSD can be found at www.assessmentgenerator.com/H/cRdwalters1157920925.html

Finally don’t suffer in silence PTSD never goes away on its own. In fact it only gets worse for the individual casualty, their colleagues who can no longer rely on them and their families who see a loved one withdraw from them.

• **The BAWP is considering running a pilot course on treating PTSD. If you feel you could benefit from attending please contact Liz Owsley by email coord@bawp.org**

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**Factfile**

David Walters has extensive experience working in public and private sector organisations. He conducts stress audits and his workplace stress resilience training was selected by Lincoln City council as a key component of their corporate stress management programme, a flagship project with the Health and Safety Executive. He specialises in PTSD and has developed “The Walters Method”™ which has released the symptoms of complex PTSD in over 70 per cent of casualties in less than 28 days. David can be contacted at david@helpmeovercome.com or on 01522 511425.
History of the British Association of Women Police

By Carolyn Williamson, a founder member

BAWP has always prided itself on not being rank conscious – probably because the founder members were mostly constables and sergeants, but I also think that being women may be a factor.

In the early days, not only did all work for the association have to be done voluntarily, largely in our own time, it was also predominantly funded out of our own pockets. We never had the resources available to produce and disseminate publicity material. The initial grant from the Home Office in 2000 was, for me, the start of what has really been an amazing rate of development for BAWP.

The start

In 1985, a small article about the International Association of Women Police (IAWP) appeared in ‘Police Review’ magazine. Unwittingly its author, Joan Lock, a retired Metropolitan Police Officer had sowed the BAWP seed there and then. Inspired by what she had read Derbyshire PC Tina Martin decided to find out more. She attended the IAWP’s Training Conference in the States in 1986, at her own expense, and came back enthused to do something similar in the UK.

Tina placed a letter in ‘Police Review’ inviting policewomen from around the UK, to attend a lunchtime meeting in Chesterfield, Derbyshire on March 1, 1987. Fifteen women from eight forces attended along with Joan Lock and the local (male) superintendent.

At this and subsequent meetings the then called British Association of Women Police was formed using the constitution of the IAWP as its guide. A committee was elected, but funding was limited to a £50 grant from IAWP and £1 from each of those present at the April meeting.

The BAWP was aimed at policewomen, but male colleagues could join and police support staff could become associate members. This changed in 1998 to make the BAWP fully inclusive.

Although this was the start of the current BAWP, it was not the first time that British women had been involved with the IAWP. Indeed, Margaret Damer Dawson, founder of the Women Police Volunteers, was on the original committee.

Honour for Tina

In 1987 at the 25th IAWP Annual Training Conference in New York Tina Martin, by then the BAWP Chair, was awarded the IAWP honour of International Officer of the Year.

In the years that followed, membership growth and recognition for BAWP was slow. But the 1990s saw renewed and stimulated interest in all aspects of women in society; career breaks, part-time working and the promotion of equal opportunities thrust the concept of BAWP into the foreground.

Close links were established with many senior police officers, the Association of Chief Police Officers (ACPO), the Police Federation of England & Wales and the European Network for Policewomen (ENP).

The ENP inspired the European Conference ‘Quality Through Equality’ at the Police Staff College, Bramshill, in March 1992 and BAWP assisted behind the scenes in its organisation. Although it may not have been realised at the time, this conference was something of a watershed in furthering the cause of equality of opportunity for women in the police service. The organising committee included: Acting Chief Inspector Julie Spence of Avon and Somerset Constabulary, now Chief Constable of Cambridgeshire Constabulary and President of BAWP; Chief Inspector Anne Summers, also Avon and Somerset, who eventually retired as Deputy Chief Constable of West Midlands Police; and Superintendent Delta Cannings of Devon and Cornwall Constabulary, who retired in 2007 as Chief Constable of North Yorkshire Police.

President elected

In 1999 BAWP took another step forward creating the position of President, and electing City of London Police Commander Judy Davison as the first incumbent. The benefit of having an ACPO ranking woman openly supporting the association once again raised the association’s public profile, and this has been increased even further by her successor, Julie Spence in 2000.

During 1999, under Judy Davison’s leadership,
the Home Office finally acknowledged the existence and value of BAWP and, following a meeting with the then Secretary of State, Charles Clarke, was offered a grant for 2000/2001. At the time, in an article in ‘Police Review’ she said: “At present a small committee of dedicated people do all the work for BAWP in their spare time. We need a full-time co-ordinator to carry out all the important tasks such as over-viewing and co-ordinating national research. We need a co-ordinator to expand our work and meet the demands we know exist.” It enabled BAWP to establish a proper administrative structure and expand both its membership base and the services it can offer to those members. Since then funding has continued and has gradually increased, enabling BAWP to develop far beyond the wildest dreams of its founders.

The first officially part-time national co-ordinator was a recently retired superintendent from Greater Manchester Police, Irene Divine. She ensured BAWP became accepted as an organisation the Home Office wanted to do business with. The reins were passed to Inspector Liz Owsley in 2005, who was seconded full-time from the Metropolitan Police Service – another milestone.

One indication of the general acceptance of BAWP as a serious and legitimate organisation came in 2002 when it was invited to participate in the police contingent that marched down the Mall in London to mark the Queen’s Golden Jubilee.

Gender Agenda

In 2001 BAWP was involved in the launch of a document and philosophy entitled the “Gender Agenda”. It concentrated principally on the needs of women officers, but acknowledged other women in the service, and some men, experienced similar challenges. It was always intended to be a living document, and regular reports were posted on progress. Her Majesty’s Inspectorate of Constabulary (HMIC) included involvement in the Gender Agenda as one of the points covered by its basic command unit inspections, and reference has been made to it in several Home Office documents.

The document was re-vamped and re-launched in 2005/6 in line with BAWP’s policy to be totally inclusive of all police personnel.

As we move into the 21st century, BAWP is playing a full part in providing a platform for the views of women in the police service to be put forward at the highest levels. It has representatives on numerous Home Office working groups, and is regularly consulted on issues affecting women. Its corporate membership extends to most UK police forces, military police, and organisations with law enforcement responsibilities.

Although it is no longer used, when it was founded, BAWP adopted the motto ‘Animo et Scientia’ which translated means ‘with courage and knowledge’ – precisely the qualities of the professional police officer.

‘Animo et Scientia’
... with courage and knowledge

Founder Members

Joan Lock – Retired Metropolitan Police Service & Journalist
Tina Martin, Pauline Fedrick, Karen Wright, Pat Hales and Christine Priestley – Derbyshire Constabulary
Jane Maguire – Lincolnshire Constabulary
Shelley Costall and Christine Kirk – South Yorkshire Police
Sara Fleming – Hertfordshire Constabulary
Carolyn Williamson – West Midlands Police
Ann Green – Gloucestershire Constabulary
Maxine Swansbury and Kay Hollis – Ministry of Defence Police
Mary Lea and Annette Payne – Metropolitan Police Service
Lynne Lees, Christine Disley and Judith Newland – Merseyside Police

Do you have current contact details for any of these founder members? If so please contact Carolyn on sec@bawp.org or 0870 766 4056.
Cumbria’s last cadet Helen signs up in the 1980s

Cumbria Constabulary’s Sergeant Helen Ellis joined the police as a cadet in 1987 aged just 16. She remembers her enforced 10pm bedtime, a ban on night shifts until she was 18 and only being allowed to wear trousers in bad weather or at night.

I was on Cumbria’s last intake of cadets and with no life experience I lived at headquarters – looked after by a matron who made sure we were in bed each night – for the first four months.

The force, wanting to broaden my horizons, sent me on two-month work placements. The first was at a magazine printing factory, the second an adult training centre. A three-week outward bound course followed. What are they trying to teach me here, I thought as I had to get up at 6am, run a mile and a half, and then jump off the pier into a freezing lake in Ullswater in October. I also got to meet the mountain rescue team at 4am in the morning when they carried me off Helvellyn with food poisoning and hypothermia.

At the grand old age of 18 and a half, I joined the regulars. There was no assessment centre, I was just interviewed by three senior officers.

Uniform
My first uniform was dreadful. I had to wear a skirt unless I was on nights or the weather was inclement when I was permitted to wear trousers. There were no high visibility jackets, only long black overcoats, and I had to carry my handcuffs and pocket book in a handbag.

Male officers were given a wooden staff; female officers were, for a time, given a mini baton small enough to fit in the handbag.

Flexible working
In the mid 1990s I decided to become a detective, but was met with a manager who didn’t want a female on the team. I was given an aide but felt I had to work twice as hard to prove myself and make my mark, in comparison to male colleagues who went through the same process.

After several years I became pregnant and after maternity leave wanted to return to CID on a part-time basis. My request was refused. However times were changing and the concept of equal opportunities was coming to the fore, so I persevered with the battle and jumped the hurdles and went part-time.

I know several women who after having children had no option but to leave the force as there were no flexible working agreements available to them.

The future
I am now a Professional Development Unit Sergeant, responsible for tutor constables and IPLDP student officers. I can genuinely say that after 20 years with Cumbria Constabulary, I still love my job and look forward to the next 12 years.

Julia gets 1970s induction

Julia Jaeger joined Sussex Police as a cadet in 1970, but left the service seven years later to pursue further education. She re-joined the Metropolitan Police Service in 1987 where she is now an inspector.

Being a cadet was fantastic – two and a half years of outward bound type activities such as the annual Ten Tors challenge across Dartmoor, the Duke of Edinburgh Gold Award plus studying for O-Levels and A-levels.

All WPCs in the area trained at Ryton-on-Dunsmore, which took women. Our uniform was the formal No. 1 suit with a skirt. We tried asking for trousers, but were told unless we agreed to have the plastic over leggings for wet weather, then we wouldn’t get them. Needless to say we didn’t agree to them. However in four years I went through three different styles of hat: the cap, the pillbox and then the hostess style. So we were fashion conscious of sorts.

Our work in the WPC Department was limited to dealing with missing people, shoplifters, care cases, female prisoners and victims of sex offences. There was a few vacancies in the CID and on traffic for the token females, but that was all.

You could only be promoted within the Policewomen’s department – so as most women left after two years (pregnancy meant the end of your police career) it was there for the taking. We were a separate unit so tended to know every policewoman across the county and were a friendly lot – I still have friends from those very early days.

Then in 1975 Equal Pay came through legislation, but it also meant the end of the WPC department as we were put onto response teams. Sadly a lot of good women left the job then. It was to be a long time before true equality came – really the 1990s as a result of some brave women going to Employment Tribunals.

Wanted: A complete history of women policing the railway

British Transport Police are putting together an exhibition highlighting the contributions of women policing the railways.

The exhibition aims to take people on a journey through the history and accomplishments of women in the force.

But Diversity Officer Miranda Smith, who is pulling together the event, needs help. “I am trying to find items for the exhibition and am looking for photographs and artefacts, including

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2. Chief Inspector Vera Lee – 1968
3. North-Eastern Railway Policewomen group – 1975
4. Self-defence training at Tadworth
Sussex PC Helen Rawlings decided sun, sea and sand didn’t quite cut it as a holiday destination so headed to Uganda instead. There she visited the shelter set up by Hellen Alyek for women and children who are victims of domestic or cultural violence, but got more than she bargained for, as she reports….

IAWP President Terrie Swann, Hellen Alyek and I were all looking forward to our drive north to Hellen’s shelter. It was my birthday and while we stopped to buy supplies of cake and colas Hellen phoned ahead to ask Peter, her 20-year-old adopted son, who had been left in charge, to get the children to practice “Happy Birthday”.

Hellen assured us it was only a five-hour trip – but not that, that was if you were in a four wheel drive. We had a small automatic car and had to drive at a snail’s pace to avoid the pot holes. But after two blow outs and ten hours – the last few hours in the dark in jungles frequented by bandits and rebels– we arrived at the shelter.

We had been expected to be welcomed by women and children. But instead a group of unruly teenage street boys greeted us – something Terri and I found a bit frightening. The local Save the Children (STC) had left the boys at the shelter while Hellen was with us in Kampala, but had not left any provisions for them. The boys had been bullying and assaulting the younger children, sniffing glue and one boy, called Moses, was even caught trying to poison others at the shelter with rat poison.

It was clear these extra, unprovided for children, had caused Hellen’s son Peter some real problems. He had had no support from the charity and had to get food on credit. Hellen is not backed by any large charity so survives on her pension and donations from well-wishers.

When Hellen became worried for the safety of the girls Terrie and I decided to step in and speak to the charity and local officials to sort out the situation. During the meeting the charity worker expressed her upset that we had reported Moses to the local police chief. She announced that they do have child protection teams in Uganda. We were left to tell her that the woman who started them was sitting right next to her. Hellen won an IAWP International Scholarship in 1997 for her work in the field of domestic violence and female genital mutilation and for starting the Ugandan police family protection unit.

The upshot of the meeting was Hellen was given a contract, from local officials, for who she accepts at the shelter in the future, and the older, most disruptive of the boys, were moved out to more appropriate accommodation. Moses meanwhile ended up at the local police station.

Before we left we stocked the shelter with food (from our own pockets) and my birthday was celebrated a day late.

I’m happy to say we left the shelter in a better state of affairs than that in which we found it.

Helen is the Region 13 Co-ordinator for the IAWP. This includes Europe, Russia and all member countries of the former USSR.

Send a cow – for only £100

During our trip we visited ‘Send a cow’ a UK based Christian charity which trains women’s groups in organic farming and animal husbandry and then supplies them with an in-calf heifer, or a goat, or chickens, even bees, whatever is most appropriate.

They are hoping to get Hellen into an already existing group because there is a long waiting list, but the process will be speeded up if she has the guarantee of a cow. This costs about £100. The first female calf has to go to another family or village within the same group.

All donations towards the ‘cow’ would be gratefully received. Contact Helen by email (Helen.rawlings@sussex.pnn.police.uk) to make your pledge.
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How to become a member of BAWP

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Tel: 0870 766 4056 • Fax: 0870 766 4056 • E-mail: sec@bawp.org
Website: www.bawp.org

• You can attend national and regional training days and social events.
• We can link you to other police professionals in this country and abroad.
• We can enable you to share your expertise or specialist knowledge with others.
• We have a ready-made network for work-related and social contacts.
• We can keep you informed of training opportunities and conferences.
• We can help your voice be heard in matters affecting women in the police service.
• You will receive regular copies of this magazine.

Membership details

Full membership is open to all officers and police staff, female and male, serving in the UK, along with retired officers.
Associate membership is open to anyone with a professional interest in criminal justice.
Corporate membership is now available for £350 p.a.
Please contact BAWP Secretary Carolyn Williamson for more details.
Please complete the form below and send it with your payment to: BAWP, PO Box 999, Bordon, GU35 5AQ.

Name: ____________________________ Rank/Title: ____________________________
Address: __________________________
Postcode: __________________________ Country: __________________________
Tel: __________________________ Mobile: __________________________
E-mail: __________________________ Force/Organisation: __________________________
Station/Dept: __________________________ Type of work (if not police): __________________________

• Membership type (circle one) FULL/ASSOCIATE • Membership term (circle one) £20 for one year/£50 for three years
I believe I am eligible to join, and enclose a cheque payable to ‘BAWP’.
(If for any reason, your application is not accepted, the fee will, of course, be refunded in full.)
Signed: __________________________ Date: __________________________

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